

REGIONAL NAF PERSONNEL OFFICE

MWR Dept/NSA, VQ-Sewell's Point Sub-Region, Regional Recycling Program

VACANCY ANNOUNCEMENT

01/06/04

Does not confer to Civil Service Status

POSITION: **Catering Sales Specialist**
NF-1101-03

ANNOUNCEMENT# SP 26-04

Salary: \$12.50 per hour

LOCATION: MWR Dept., Food & Beverage Div./NSA
Norfolk, VA 23511

CLOSING DATE: Open Until Filled

AREA OF CONSIDERATION: Open

(1) Position, Flexible

NOTE: No relocation costs will be paid

Direct Deposit of salary is a condition of employment

DUTIES: Responsible for providing full service catering sales and planning for all types of events to customers as assigned. Meets individually with customers and provides information on all facilities, options, menus and beverage services region-wide. Suggests best locations/services to meet customer preference, event size, and price constraints. Through the use of effective listening skills, time management, telemarketing and direct sales procedures (overcoming objections, up-selling and closure techniques) to provide the best available resources. Continually checks availability of regional resources, underutilized facilities, and special promotions to maximize profitability. Works with other MWR activities and staff on special events needs. Closes the sale, books all aspects of the event in the correct computer program, coordinates with site/facility staff at all stages to ensure proper menu planning/purchasing, set up, amenities and services, and follows up throughout process by directly or indirectly supervising the event and all associated accounting functions. Ensures all contracts are complete, correct and signed prior to the event. Ensures all checks/payments are turned in appropriately and on time, and all documentation is complete and correct. Contacts client after each assigned event to ensure customer satisfaction. Applies "lesson learned" and shares information with event providers. Serves as manager-on-duty for assigned functions. Directs the work of assigned personnel, including leaders/supervisors for wait staff, bartenders, and set-up staff. Serves as liaison with kitchen manager/duty manager to ensure correct and timely delivery of food. Performs other related duties as assigned.

QUALIFICATIONS: A minimum of 3 years experience with food/beverage service delivery is required, with a minimum 6 months in a leader capacity. Formal training/education in a hospitality-related field is preferred. Must demonstrate strong customer service skills, including tact, diplomacy, and patience, and have a minimum 1 year in a customer service capacity. Sales experience preferred. Must be able to operate a personal computer, with the ability to perform basic word processing functions, key accurately and have the ability to master the program software within 90 days of hire. Must be able to operate a 10-key calculator accurately, and perform basic math functions. Must possess demonstrated organizational skills, and be able to handle multiple tasks at various levels of completion simultaneously, manage shifting priorities, and ensure a quality event within time and financial constraints. Must possess excellent verbal and written communication skills, to ensure quality presentations, record-keeping and reporting.

Special Requirements: Must possess and maintain a valid driver's license, as travel is required throughout the region. This position is subject to an irregular tour of duty, which may include nights, weekends and holidays.

-FILING INSTRUCTIONS: Applicants must submit a completed application and preference documents to: Regional NAF Personnel Office, 1200 Fechteler Road., Norfolk VA 23505. (Corner of Terminal Blvd and Diven Street)

-NOTE: Applications are available in the NAF Personnel Office. "Unless otherwise specified, all applicants must be 16 and over."

-EMPLOYMENT PREFERENCES: To claim a preference, you must submit documents as follows. Explanation and Application for preference are available at NAF Personnel Office. No preference is given unless requested and documented. ACCEPTANCE OR DECLINATION OF A POSITION ENDS ABILITY TO CLAIM PREFERENCE FOR SPOUSE OR IVS APPLICANT.

-MILITARY SPOUSE: Must attach a copy of military member's PCS orders and write SPOUSAL PREFERENCE on the front of the employment application.

- VETERAN: Attach copy of DD214

-INVOLUNTARILY SEPARATED MILITARY MEMBERS & DEPENDENTS: Must attach IVS Hiring Preference information form and one of the following: DD214 or copy of DD1173. ALL IVS PREFERENCE ARE APPROVED ONLY IF DISCHARGE/RE-ENTRY CODE MATCHES ELIGIBILITY LIST.

-ALL prior military discharged within the past 10 years must attach a copy of their DD214 showing the reason for discharge and re-entry code.

-Active Duty Military: Military regulations require that you obtain a special request authorization (NAVPERS 1336/3) prior to being accepted for outside employment. To be considered for NAF employment, you must attach a completed authorization form to all applications, and include your command POC name and phone number.

"The Department of the Navy is an Equal Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, sexual orientation or any other non-merit factors."

Web Site: www.nsa-norva.navy.mil

JOBS Line: 440-JOBS (5627)